

## Questions & Responses

### AHCCCS RFP # YH08-0038, ALTCS Member Satisfaction Survey Instruments

RFP Section Title	Para. #	Page #	Question	Response
Introduction	1	4	Just to confirm - If an organization chooses <u>not</u> to bid on the contract for developing the survey instrument, are they still eligible to bid on the contract for survey administration?	YES
Scope of Work	3.3	7	The RFP references a second phase (data collection and analyses) to the ALTCS member satisfaction survey project. Will a second, separate RFP be issued to solicit proposals for this second phase? If yes, when?	YES. Estimated time is Spring '08.
Scope of Work	3.3	7	Does AHCCCS intend that care providers may serve as proxies? More generally, is AHCCCS committed to a definition of proxy (as decision maker, family member, . . . )?	NO. Providers of AHCCCS services may NOT serve as proxies. A family member or guardian, familiar with the care the member receives from AHCCCS providers, may serve as a proxy if the member is unable to respond to the questions and if the family member is NOT serving as a provider of AHCCCS services.
Scope of Work	4.3	8	Will contact information—including address, phone number, residence status (nursing facility, alternative residential, in-home), and names of program contractors and case managers—be provided for pretest activities?	YES.
Scope of Work	4.3	8	Will AHCCCS consider offering financial incentives or honoraria to respondents to cognitive or pretest interviews?	NO.
Scope of Work	4.3	8	Will AHCCCS assist in arranging access to nursing and care facilities for pretest activities?	YES. AHCCCS and participating program contractors will assist by notifying facilities. However, it will be the responsibility of the vendor to schedule appropriate times.

Scope of Work	4.3	8	What special releases, permissions, or certifications will be required to conduct pretest interviews with patients or proxies?	No special releases, permissions or certifications will be required to conduct pretest interviews, other than approval from AHCCCS and coordination with AHCCCS Contractors.
Scope of Work	4.3	8	Who will be responsible for obtaining IRB approval for pretest activities?	IRB approval is not needed to pretest this type of survey.
Scope of Work	4.3	8	Is the present survey effort—including pretesting activities—subject to OMB review?	OMB approval is not needed to pretest this type of survey.